

(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(19) World Intellectual Property Organization  
International Bureau



(43) International Publication Date  
13 March 2003 (13.03.2003)

PCT

(10) International Publication Number  
**WO 03/021927 A2**

(51) International Patent Classification<sup>2</sup>: **H04M 3/00**

(21) International Application Number: **PCT/IL02/00741**

(22) International Filing Date:  
5 September 2002 (05.09.2002)

(25) Filing Language: **English**

(26) Publication Language: **English**

(30) Priority Data:  
60/317,150 6 September 2001 (06.09.2001) **US**

(71) Applicant (for all designated States except US): **NICE SYSTEMS LTD. (IL/IL)**; 8 Hapnina Street, 43107 Ra'anana (IL).

(72) Inventors; and

(75) Inventors/Applicants (for US only): **GOLDENBERG,**

Yoel (IL/IL); 2 Nahal Habor Street, 47204 Ramat Hasharon (IL). FREEDMAN, Ilan (IL/IL); 26 Hadera Street, 49726 Petach Tikva (IL).

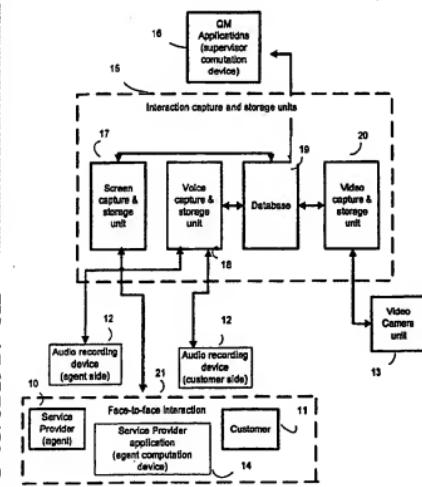
(74) Agents: **AGMON, Jonathan et al.; Soroker-Agmon, Advocates and Patent Attorneys, Levinstein Tower, 12th floor, 23 Petach Tikva Road, 66184 Tel Aviv (IL).**

(81) Designated States (national): **AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ, OM, PH, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM, ZW.**

(84) Designated States (regional): **ARIPO patent (GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZM, ZW); Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM); European patent (AT, BE, BG, CH, CY, CZ, DE, DK, EE,**

*[Continued on next page]*

(54) Title: RECORDING AND QUALITY MANAGEMENT SOLUTIONS FOR WAL-IN ENVIRONMENTS



(57) Abstract: A system and methods for capturing, storing and retrieving customer face-to-face frontal interactions characterizing walk-in environments, for the purpose of quality management. The system comprises interaction capture and storage unit, which includes at least one of screen capture, storage and retrieval component or, voice capture, storage and retrieval component or, video capture, storage and retrieval component. The system comprising a set of recording and information gathering techniques suitable for walk-in environments that will enable organizations to record, retrieve and evaluate the frontal interactions with their customers.

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